Mixed Up Conversation: At the Front Desk of a Hotel

Below is a mixed up conversation. Rearrange the conversation so that it makes sense. Also circle an F if the front desk is saying the line or a G if the guest is saying the line.

F = Front Desk    G = Guest

_____ (F) (G) Would you prefer a single or a double?
_____ (F) (G) 10 P.M.? Thanks. Oh! And can I get a wake-up call for 6:30 A.M.
_____ (F) (G) And how about a restaurant?
_____ (F) (G) Great. What time does the restaurants close?
_____ (F) (G) It’s $145.00 a night. How many nights will you be staying?
_____ (F) (G) It’s D-A-V-I-E-S.
_____ (F) (G) I’d like a room, please?
_____ (F) (G) Great. I’ll pay with VISA then. What time is checkout?
_____ (F) (G) And how do you spell that, sir?
_____ (F) (G) So that’s D-A-V-I-E-S. How would you like to pay for the room?
_____ (F) (G) Do you take VISA?
_____ (F) (G) There are restaurants on the 1st and 3rd floor and there’s a café next to the lobby.
_____ (F) (G) Yes, we do. We take VISA, Mastercard, and American Express.
_____ (F) (G) A double, please. How much is that?
_____ (F) (G) Checkout is at 10 o’clock. Your room number is 505. Is there anything else you would like to know?
_____ (F) (G) Yes, there is. It’s on the 2nd floor. But you have to bring the towel from your room.
_____ (F) (G) OK. One night comes to $145.00 plus tax. May I have your name please?
_____ (F) (G) Is there a pool here?
_____ (F) (G) Welcome to the Beachside Inn. How may I help you?
_____ (F) (G) They both close at 10:00 P.M.
_____ (F) (G) Sure. No problem. Wake-up call for 6:30 A.M. Enjoy your stay.
_____ (F) (G) Just tonight.
_____ (F) (G) It’s Davies. Robertson Davies.

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Vocabulary

1. **Check in** (v.)
   
   *ex. Please would you **check in at the reception desk** and **sign your name in the book**.*

2. **Check out** (v.)
   
   *ex. We have to **check out (of/from our hotel)** at 5 a.m. to catch a 7 a.m. flight.*

3. **Book / Reserve** (v.)
   
   *ex. I **reserved a double room at the Lamb Hotel**.
   *ex. We were advised to **book early if we wanted to get a room**.*

4. **Front Desk** (n.)

5. **Hotel** (n.)

6. **Motel** (n.)

7. **Hostel** (n.)

8. **Bed and Breakfast (B ‘n B)**

9. **Inn** (n.)

10. **Accommodations** (n.)

   *ex. Sweepstakes winners will enjoy a week-long **stay in luxury accommodations** in Las Vegas.*

11. **Amenities** (n.)

   *ex. A **sauna** in the hotel would be a useful **amenity**.*

12. **sauna** (n.)

13. **Room Service** (n.)

14. **Receptionist** (n.)

15. **Concierge** (n.)

16. **Bellboy/ Bellhop** (n.)

17. **Maid** (n.)

18. **Suite** (n.)

19. **Tip** (n.) (v.)

   *ex. He **gave the porter a tip**.*
You work at the **front desk** of a hotel. As guests come in write down their information in the table below:

**Hint:** Ask the questions on the right side of this worksheet:

<table>
<thead>
<tr>
<th>Name</th>
<th>Room Size</th>
<th>Number of People</th>
<th>Number of Nights</th>
<th>Wake-up Call (Y/N)</th>
<th>Method of Payment</th>
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(1) How may I help you?
(2) Can I have your name please?
(3) How do you spell that?
(4) Would you like a single or a double?
(5) How many people are you traveling with?
(6) How many nights will you be staying?
(7) How will you be paying?
(8) Would you like a wake-up call?
(9) Is there anything else you would like to know?
You are a **traveler** who would like a room at a hotel. Go from hotel to hotel and book a room in each.

**Hint:** You may use some of the phrases and questions on the right:

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Room Number</th>
<th>Price</th>
<th>Checkout Time</th>
<th>Restaurant Location</th>
<th>Pool Location</th>
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</table>

(1) I’d like a room.

(2) How much is a single room?

(3) Is there a pool?

(4) What floor is the ______ on?

(5) Where is the restaurant located?

(6) What time is checkout?

(7) Do you accept VISA/Master card?
Complaining at a hotel

STUDENT A:
You are the manager of The Lagoon Hotel, a modern holiday resort surrounded by marvelous beaches and astonishing mountains nearby. Everything seems perfect... but you have to deal with some problems.

STUDENT B:
You are a guest at the expensive The Lagoon Hotel. The resort is nice, but it is like a grave. There is nothing to do, no day trips, no activities, no sports facilities, no nightlife nearby... You are bored.

STUDENT A:
You are the manager of The Paradise Hotel, a modern holiday resort surrounded by lots of sights and sandy beaches. Everything seems perfect... but you have to deal with some problems.

STUDENT B:
You are a guest at the expensive The Paradise Hotel. The food is awful. It is often cold and salty, and there are no vegetarian dishes. There is also little choice: It seems to be the same any other day.

STUDENT A:
You are the manager of The Holiday Hotel, a large holiday resort on a small island. The sun shines every day, and there are many activities offered. Everything seems perfect... but you have to deal with some problems.

STUDENT B:
You are a guest at the expensive The Holiday Hotel. The staff is unfriendly. A maid refuses to change the towels, and you once overheard jokes between the waiters about the guests’ personal affairs.

STUDENT A:
You are the manager of The Lakeside Hotel, a small holiday resort surrounded by woods and lakes, a very peaceful place. Everything seems perfect... but you have to deal with some problems.

STUDENT B:
You are a guest at the expensive The Lakeside Hotel. The internet connection at the hotel is overpriced and not always working reliably. Furthermore, there are only 3 different TV channels, which is inacceptable.
Complaining at a hotel

Making suggestions about a problem:

- I’m sorry, but... / I’m afraid...
- I can give you a refund.
- I can offer you... (a reduction / a discount / a refund / a free... / a repair...)
- One solution is to... (verb)
- I’ll send you... immediately.
- I’ll talk to her about it.
- This won’t happen again, I promise.
- We could...
- I think we should...
- I recommend that...

Ways of complaining:

- Do you call this... food?
- It tastes disgusting.
- You call this a luxury resort?
- Look at this..., it’s rubbish / damaged / ...
- How can you offer such a bad connection?
- This... of yours is awful, I hate it.
- I hate the...!
- The... is overpriced.
- This is far too expensive.
- I’ll claim damages.
- You’ll hear from my lawyer.
- I demand fresh towels at once.
Vocabulary

- **Check in (v.):** to say who you are when you arrive at a hotel so that you can be given a key for your room
  
ex. Please would you **check in** at the reception desk and **sign your name** in the book.

- **Check out (v.):** to leave a hotel after paying and returning your room key
  
ex. We have to **check out** (off/from our hotel) at 5 a.m. to catch a 7 a.m. flight.

- **Book / Reserve (v.):** If you reserve something such as a seat on an aircraft or a table at a restaurant, you arrange for it to be kept for your use
  
ex. I **reserved** a double room at the Lamb Hotel.
ex. We were advised to book early if we wanted to get a room.

- **Front Desk (n.):** a desk near the entrance to a hotel, office building, etc. where people go when they arrive and where they can get information, etc

- **Hotel (n.):** a building where you pay to have a room to sleep in, and where you can eat meals

- **Motel (n.):** a hotel by the side of a road, usually with spaces for cars next to each room

- **Hostel (n.):** a large house where people can stay free or cheaply

- **Bed and Breakfast (B ‘n B):** a room to sleep in for the night and a morning meal, or a private house or small hotel offering this

- **Inn (n.):** a small hotel, usually in the countryside

- **Accommodations (n.):** a place to stay when you are travelling, especially a hotel room
  
ex. Sweepstakes winners will enjoy a week-long **stay in luxury accommodations** in Las Vegas.

- **Amenities (n.):** something, such as a swimming pool or shopping center, that is intended to make life more pleasant or comfortable for the people in a town, hotel or other place
  
ex. A **sauna** in the hotel would be a useful **amenity**.
- **sauna (n.):** (a period of time spent in) a room or small building, often with wood fixed to the walls, which is heated to a high temperature, usually with steam.

- **Room Service (n.):** in a hotel, room service is the serving of food and drink to customers in their room, or the people who do this work.

- **Receptionist (n.):** a person who works in a place such as a hotel, office or hospital, who welcomes and helps visitors and answers the telephone.

- **Concierge (n.):** someone who is employed in a hotel to help guests arrange things, such as theatre tickets and visits to restaurants.

- **Bellboy/ Bellhop (n.):** a man in a hotel employed to carry cases, open doors, etc.

- **Maid (n.):** a woman who works as a servant in a hotel or in someone’s home.

- **Suite (n.):** a set of connected rooms, especially in a hotel.

- **Tip**
  - (n.): a small amount of money given to someone who has provided you with a service, in addition to the official payment and for their personal use.
  - (v.): to give someone who has provided you with a service an extra amount of money to thank them.

  ex. He gave the porter a tip.
Useful Phrases/sentence patterns for Hotel Clerk & Guests

"Would you like a single king size bed, or two double size beds in the room?"
"Will a single king size bed be ok?"
"We only have a room with two double size beds. Will that be ok?"

"Do you want a smoking room or a non smoking room?"
"Do you prefer a smoking or non smoking room?"

"I would like a smoking room."
"Can I have a non smoking room?"
"Either is fine."
"I don't have a preference."

You will have to provide your credit card number to reserve the room.

"Can I get a credit card number?"
"Can I have your credit card number?"
"What is your credit card number?"

Finally, they will repeat all the information back to you.

"Ok, Mr. Lee. I have one smoking room reserved for July 19th till July 22nd. The total comes to $256.78 after tax. If you need to cancel, please call us 24 hours before July 19th. Can I help you with anything else?"